



**COMMUNITY HEALTH
of SOUTH FLORIDA, INC.**

"Patient Care Comes First"

November 2014

HEALTHY BITS

Healthy Bits — A Newsletter Published by Community Health of South Florida Inc.

Affordable Care Act open enrollment begins for 2015

Nine-year-old Joshua Green will be able to breathe easier – literally – now that he has health insurance obtained through the Affordable Care Act (ACA).

His mother, Tessa Kirby, breathed a sigh of relief knowing that now her son, who developed asthma when he was just a few months old, will have the medication he needs. She had never been able to afford health insurance to properly care for her son's condition.

"It has been heartbreaking for me to see him suffering, but insurance was a luxury I just couldn't afford," Kirby said.

Kirby came to Community Health of South Florida Inc. (CHI) to enroll in ACA, commonly known as Obama Care. With the help of one of 20 CHI outreach and enrollment specialists, her son qualified for a Medicaid program called the Children's Health Insurance Program (CHIP). ACA extends funding for CHIP through Fiscal Year 2015.

Delighted that ACA offers insurance to children and young adults up to the age of 26, Kirby said, "now my son can have regular check ups and keep his asthma under control. I'm so happy."

Open enrollment for the 2015 ACA year begins Nov. 15 and runs through Feb. 15, 2015. CHI is prepared to deal with a great influx of people seeking health insurance.

Since the first enrollment period that began Oct. 1, 2013, CHI hired 20 full-time outreach and enrollment specialists assisting applicants through the registration process. To date, they have



Joshua Green, 9, with his mother, Tessa Kirby, enrolls in the Affordable Care Act at CHI.

assisted nearly 25,000 individuals and enrolled almost 11,500. These specialists will continue to work full time through the next enrollment period.

"Because we value patient care, we will be offering extended hours for enrollment in order to better accommodate our patients' schedules," said Eduardo Herrera, Coordinator for Outreach and Enrollment Programs.

The Act offers five levels of coverage. This allows you to choose the option best suited to you and your family. Costs differ for the various levels based on ZIP code, family income and size, smokers and for those older than 50 years old.

"The great thing about his plan is it does not exclude anyone for having pre-existing conditions," Herrera said.

"So patients like young Joshua Green will benefit greatly from this."

If you don't sign up for health care coverage for 2015, it might result in a tax penalty fee of \$325 or 2 percent of an individual's annual income. For children younger than 18, there is an additional \$167.50 fee. Anyone who incurs this penalty will have it deducted from their taxes.

"Everyone should enroll in the Health Insurance Marketplace," Herrera said. "This will ensure in writing that those who do not qualify will not be responsible to pay a tax penalty."

You can always find an outreach and enrollment specialist at most of CHI's 10 health centers. For a one-on-one free appointment, call (786)272-2100.

A Message from the President

Community Health of South Florida Inc. (CHI) has a lot to be thankful for with a year of incredible growth and progress. As we approach the Thanksgiving holiday, I want to personally express my gratitude to all of the CHI employees who come to work with determination and dedication to provide excellence in service everyday. I also want to recognize U.S. veterans. I know what an honor and sacrifice it is to serve this country and CHI is fortunate to have dozens of veterans now working with us. See the list below and take time out to personally thank each of them.



I also want to mention that CHI is moving forward with improvements to its processes to make our services even better for our patients. The five Six Sigma Green Belt teams charged with the task of increasing new patients and improving provider utilization wait time, the phone experience and appointment availability presented their projects to senior leaders recently. Thirty-five employees were awarded their Green Belt certifications for their work on the projects.

In addition, CHI recently submitted its application for the Florida Governor's Sterling Award. You will be hearing much more from us as we prepare for a site visit from Sterling examiners. I am confident you will all do well representing CHI and that we will win this highly coveted award.

Speaking of progress, CHI is now interviewing applicants for its second class of medical residents. The Teaching Health Center program is doing very well now into its fifth month. We are very pleased with the 13 residents currently working with us and look forward to bringing in another bright class of future physicians.

On December 6th, CHI will hold its annual awards gala/holiday party at the Miami Airport Hilton. It promises to be a grand event. This year's theme is a White Winter Wonderland Holiday Party. The décor will be white holiday and employees are encouraged to wear white as well. The emcee for the evening is Betty Davis, Channel 10 meteorologist and former Weather Channel anchor. This is a time for us to award employees who go above and beyond expectations and celebrate those accomplishments. You don't want to miss this party. I look forward to celebrating and giving thanks for all that we have done.

Warm Regards,

A handwritten signature in black ink that reads "Brodes H. Hartley Jr." The signature is written in a cursive style.

Brodes H. Hartley Jr.

CHI honors its employees who are U.S. military veterans



Community Health of South Florida Inc. honors its employees who are U.S. military veterans. They include: Fred Aira, Roxana Brehm, Rolando Colon, Kariff Cortiella, Shae Dunbar, William Flores, Kenneth Geffard, Norman Gelvan, Mae Goins, Armando Hall, Maurice Hamilton, Col. Brodes Hartley, Aldo Hechavarria, Gregory Ivey, Jamil Jabbar, Addie Jones, Alexander LaCount, Theodore Lazier, Gloriana Lopez, Guetty Louison, Sentel Mays, Dr. Lloyd Miller, Oscar Miranda, Aaron Moore, Dr. Joseph Morelli, Rafael Nieves, Dr. Arnold Oper, Juaquine Pope, Anthony Ramos, Fred Thomas, Derek Thys, Jennifer Weaver and Briany Williams.

CHI trains staff on Ebola preparedness, protection

Mary Ann Worts grimaced in disapproval as one of the doctors quickly ripped off his gloves. "That's too fast," she warned him. "If this had been a real case of Ebola you would have breached protocol and been infected."

The doctor then practiced removing his gloves again at a much slower and deliberate pace. "That's it, good," Worts reassured.

Worts is CHI's Director of Education and Infection Prevention Control. She has spearheaded the efforts to ensure that every employee is educated about the dangers of Ebola and prepared to deal with it.

For years the United States has escaped the ravages of the deadly Ebola Virus Disease. But, now that cases have surfaced in the United States, CHI and other health care providers need to put the proper measures in place to detect and protect others from the illness.

Ebola is highly contagious and spread through person to person contact with bodily fluids. According to the CDC, Ebola symptoms include the sudden onset of fever, fatigue, muscle pain, headache and sore throat. Typically it is followed by vomiting, diarrhea, rash, symptoms of impaired kidney and liver function. Sometimes the person can even experience internal and external bleeding.

Worts, warns that it is essential to properly interview every patient who enters CHI's doors. "In our efforts to be proactive in protecting the health and well-being of our community, we must be thoroughly prepared to detect a potentially infected patient," she stressed.



Mary Ann Worts, CHI's Director of Education and Infection Prevention, teaches Dr. Arnold Oper, of CHI's Family Medicine, how to correctly remove gloves to reduce the spread of disease. Gloves, masks, gowns, booties and more are personal protective equipment that help protect medical providers from infectious diseases.

The training is very intricate, including not just the evolution of Ebola and detecting and diagnosing, but also comprehensive training on personal protective equipment and its proper use and disposal. Training even includes working with a mock Ebola Virus-infected patient from the initial screening all the way through a suspected diagnosis.

"We will continue to conduct ongoing staff training to ensure that our employees are educated and equipped to provide safe, accessible and culturally competent quality health care," Worts stated.

CHI employees earn Six Sigma Green Belt Certification



CHI employees received their Six Sigma Green Belt Certification for team projects. This is part of CHI's Journey to Excellence and its quest to earn the Governor's Sterling Award. Congratulations to our leaders!

Women help each other to combat breast cancer

There was no breast cancer history in Joann Tomlin's family, but the 62-year-old is a survivor through early detection of yearly mammograms. More than 85 percent of women who are diagnosed with breast cancer do not have a family history of this disease, according to the American Cancer Society.

Along with about 50 women from her church, Sweet Home Missionary Baptist Church, Tomlin walked the Hope 4 L.Y.F.E. 3K/5K Walk/Run on Oct. 25 at the Homestead Air Reserve Base Park.

"I wanted to come out and tell ladies (if they get breast cancer) to keep fighting and live," she said.

The church group usually attends a walk by a nationwide organization, but when they heard how Hope 4 L.Y.F.E.'s walk keeps the funds raised locally, they switched. Hope 4 L.Y.F.E. (Live Your Future Everyday) raises funds for Community Health of South Florida Inc. to provide free mammograms and breast screenings for those who can't afford it.

"When we heard about the funds being invested in the community, it wowed us," said Sunzra Brown, a



A group of women gather before the Hope 4 L.Y.F.E. walk on Oct. 25 to raise funds for Community Health of South Florida Inc. to provide free mammograms for the uninsured.

church member. Brown, who was diagnosed with breast cancer in 2011, had a double mastectomy and is now a survivor.

She walked with fellow church member Sandra Freeman, who said she liked how the local walk was closer to home and "more like family."

"I walked to support the sisterhood. Our church group will be back," she said about the fourth annual walk that is held every October.

Freeman, who was also diagnosed in 2011, is a survivor after a lumpectomy. The 54-year-old woman encourages all women to do self-exams, because that's how she found something unusual.

"It's your first line of defense. It's preventative medicine. Just do it. Help save yourself," she said.

That's exactly what hundreds of women did by checking their breast health through free screenings and mammograms for the uninsured at CHI's Doris Ison Health Center, also on Oct. 25. A Crucial Catch Celebration was made possible by a grant through the National Football

League in support of the American Cancer Society.

The event at CHI provided 83 clinical breast exams and 66 mammograms. The response and interest was so overwhelming, CHI had to schedule more testing for the overflow of women in the following weeks.

Also, 40 participants were taught about early detection by CHI Care Coordinators. They reminded them to bring their previous mammograms, so the radiologist can compare changes to have a more accurate diagnosis.

Sixty-year-old Caridad Valdes got her fourth mammogram in her lifetime. However, women are encouraged to get yearly mammograms starting at age 40, with their first one at age 35 as a baseline.

"I didn't get a mammogram for 20 years because I didn't have insurance," she said. "Now I have an opportunity to do this for free."

Gina McCarter, 38, felt some bumps, so she wanted to get checked. Since their grandmother had breast cancer, she made her sister, 47, go too.

They enjoyed the photo booth, Cold Stone Creamery ice cream, chair massages and the festive atmosphere.

Special thanks to CHI's providers and staff, especially the radiology staff who stayed until 7 p.m. taking care of patients.



Haydée Lobaina, 42, got her first mammogram from Radiology Technologist Carmen Gose. Lobaina said she wouldn't have been able to afford one if it weren't for the Crucial Catch grant.

CHI now offering Live Scan fingerprinting services

From doctors and nurses to teachers and caregivers, many professions with licenses and certifications require a background check through fingerprints. Now there is a convenient place for them to get that service done. Community Health of South Florida Inc. (CHI) recently started doing Live Scan for its employees and beginning Nov. 10th, it will open the service up to the public as well.

Live Scan is the latest technology to electronically capture fingerprint images. It is the preferred method used by the FBI, Department of Justice and the Florida Department of Law Enforcement (FDLE). CHI is a registered vendor with the FDLE.

“Health care workers through the Department of Health, guardianships through the Department of Children & Family and Department of Elder Affairs and even those filing for name changes all need to get their fingerprints taken. It’s limitless,” said CHI Security Chief Maurice Hamilton.

CHI Security has already submitted fingerprints for 34 internal employees and 10 volunteers in the past few weeks.

“It’s more convenient for our employees to come here,” Hamilton said.

Also, new employees no longer have to pay out of pocket and wait to get reimbursed. CHI’s volunteers previously had to wait for a check from CHI’s Human Resources Department to go get their fingerprints taken.



A CHI employee gets her fingerprints taken through Live Scan by CHI Security Lt. Dwayne Thompson.

“It’s a great addition for the community because it’s local and closer,” said Lt. Dwayne Thompson, CHI Security Department. “We’re the only vendor closest to Homestead and Key West.”

Having Live Scan internally will save the nonprofit \$48 per person per transaction for internal employees and volunteers. Live Scan will also become profitable since CHI will have outside customers, Hamilton explained.

It’s important to know that the results do not come back to the location where the fingerprints were taken. The agency requesting the background check goes online to a secure website to get the results. This maintains confidentiality of the person getting fingerprinted and protects the public since a vendor cannot tip off a person if something is wrong, according to Thompson.

In addition, the Department of Justice does not share the information because it is against the law for different agencies to share confidential fingerprint results with each other. An applicant’s Live Scan form acts as a release for a criminal history response to be sent to the specified requesting agency. This means that an applicant must submit a new application each time a criminal history is requested.

CHI Security has about 10 officers who are trained on Live Scan. CHI Security will accept walk-ins for the Live Scan service from 8:30 a.m.-8 p.m. Monday through Friday. CHI is looking at possibly doing Saturday appointments in the future as well. The cost ranges between \$45 to \$90, depending on the level of scan and the agency requiring it. For more information, call (305) 253-5100, Ext. 4155.

CHI honors physician assistants



In honor of National Physician Assistants Week Oct. 6-12, CHI recognizes its physician assistants. From left to right are: Jose Penas, Sharon Pottinger, Abida Hussain, Zafar Tahir, Charles Stringer and William Flores. Not present: Maymone Cherubin, Robin Eva Lopez and Magalie Samson.

Resident education coordinator earns ACTion Hero Award

Just five months into her new job as Graduate Medical Education Coordinator, Barbara Trost is the recipient of CHI's ACTion Hero Award.

From day one, Trost has treated the Brodes H. Hartley Jr. Teaching Health Center program as if it was her "baby," according to Dr. Elizabeth Philippe, Chief of Family Medicine and Associate Director of Medical Education. "Her vast knowledge of residency programs has allowed her to educate CHI's staff and professional leadership," added Dr. Philippe. "She has helped to ensure a successful rollout of the program."

Trost has helped to create an organized structure that is getting stronger, as CHI recruits its second group of residents. She has managed to develop all CHI's residency activities into a cohesive, successful educational experience. Although Trost is the only support staff in the Teaching Health Center, she works tirelessly.

"She is always one step ahead of the deadline," said Dr. Philippe, who nominated Trost for the award.

Trost is always available to help the providers, the residents, and other staff. She makes every effort to ensure each



Col. Brodes Hartley Jr., CHI's President and CEO, presents the ACTion Hero Award to Barbara Trost, CHI's Graduate Medical Education Coordinator.

aspect of an event, from paperwork to logistics, comes off without a hitch. She does all this while still completing her daily tasks efficiently and professionally.

"She is a joy to work with and works well with others," said Dr. Philippe.

Psychiatrist Dr. Miller retires after 39 years at CHI

Dr. Lloyd Miller, a psychiatrist in CHI's Behavioral Health Services, will surely be missed after he retires Nov. 7. At CHI for the past 39 years, he has formed lasting relationships with his patients.

"Patients are like friends, family," he said, adding that he is helping them feel comfortable transitioning to another CHI provider.

Dr. Miller truly lives the "Patient Comes First" motto at CHI, coming in early, staying late and rarely taking breaks for lunch so he can see more patients.

"I always think about his endurance and quietness. There is no one else like him," said Dr. Priscilla Borrego, Medical Director for Behavioral Health Services.



Dr. Lloyd Miller retires.

Though Dr. Borrego describes him as "nice, educated and pleasant," Dr. Miller may best be known for his dry, witty sense of humor. He said that has helped him with his practice.

"We laugh with them, not at them," he said about his patients.

Dr. Miller worked part time at CHI for 29 years while also running a private practice in forensic psychology and testifying in the courts. That was until a neighbor bought his office building.

"They took my building away from me, and I wasn't going to have a practice on the sidewalk," he joked.

That was in 2004 when he asked Col. Brodes Hartley if he could come to CHI full time.

Now, 10 years later, Dr. Miller looks forward to his retirement when he says he will "hang out" with his wife, play tennis, put together jigsaw puzzles and "eat lunch for a change."

He also plans to travel to Sanibel Island, Disneyworld and Vero Beach. Dr. Miller hopes his two adult children, a son and a daughter, will bless him with grandchildren.

The retired Lt. Col. of the U.S. Air Force earned his medical degree from the University of Tennessee and a bachelor's degree from the University of Pennsylvania. He completed his residency in psychiatry from the University of Florida and was a fellow in psychiatry and law at the University of Southern California.

Dr. Miller was also director of the Jackson Memorial Hospital Forensic Treatment Program, where he was a staff psychiatrist in its forensic service.

CHI recognizes environmental, pharmacy staff



CHI honored its environmental and housekeeping employees with a lunch at Rodbender's Restaurant in two groups on Sept. 30 and Oct. 1. CHI recognized them in honor of Healthcare Environmental Services & Housekeeping Week Sept. 8-14. Please thank them for their hard work!

CHI's Pharmacy staff show off their new shirts they received in honor of National Hospital & Health System Pharmacy Week, Oct. 19-25. Please thank them for their dedicated service!

CHI patients participate in 29th annual Friendship Games

An exhausted Guy Ortiz boarded the bus along with 65 other Community Health of South Florida Inc. (CHI) patients after a long day of food and fun at the annual Friendship Games. The Friendship Games were held Oct. 10 at Topeekeegee Yugnee Park in Hollywood, Fla.

"These games are a sort of Special Olympics for our Mental Health patients," explained Henry "Jay" Swedlaw, Coordinator of Special Programs at CHI. "It's a rare opportunity for them to meet and engage with other people like them."

The Friendship Games are interactive games with patients from 15 other

outpatient programs in Miami-Dade and Broward counties. Once a year they all come together and compete in volleyball, foot races, baton relays and other contests.

It's all friendly competition. For those who cannot participate in the physical games, there are also challenging mental games, such as chess and checkers.

"These games are an important part of therapy because the patients feel a sense of camaraderie and belonging.



Guy Ortiz participated in the Friendship Games.

It's good for them to feel 'normal' even for one day," Swedlaw said.

Competitive play is healthy. This special program was specifically designed to be interactive and competitive. Personal interaction with each other is actually healing.

"This was my third time at the games. They're so much fun!" beamed Ortiz. "The

football toss was my favorite. I should have won that game, but the stubborn ball just wouldn't hit the target," he laughed playfully.



Fun Facts About the Human Body

Scared, cold or excited give goosebumps

The dark stank room oozed an eerie presence. The wood slatted floor creaked as though footsteps were upon it... but there were none. My breathing was erratic and my heart pounded with fear. Goosebumps.

The icy air had numbed my fingers and toes. Snowflakes fell gently from the thick gray sky as I attempted to catch them with my tongue. I gathered up a clump of snow and formed it into a snowball then heaved it into the dark sky. My hands tingled from the cold. Goosebumps.

I heard a struggled cry as she gulped in her first breath of air. The nurse gently laid her on my belly and she seemed to recognize who I was. She looked me right in the eyes, snuggled into my breasts and drifted off to sleep. Goosebumps.

Why do completely different events that prompt completely different emotions elicit the same body reaction... goosebumps? The reason for this is called the physiology of emotions.

Goosebumps (the medical term is cutis anserina) are believed to be a physiological reaction inherited from our animal ancestors. In stressful or emotional situations the body can employ the "fight or flight" response. Some believe this reaction in human ancestors was to raise the body hair making the ancestor appear larger, thus scaring off predators. The reflex of producing goosebumps is called arasing piloerection, or the pilomotor reflex.

As the body prepares itself for either fighting or fleeing, the sympathetic nervous system floods the blood with adrenaline, a hormone that speeds up the heart rate, metabolism and body temperature in the presence of extreme stress.

Goosebumps are tiny elevations of the skin that resemble the skin of poultry after the feathers have been plucked. These bumps are caused by a contraction of miniature muscles that are attached to each hair. When the muscles contract they create shallow depressions on the surface of the skin which causes the surrounding skin to protrude. This contraction causes the hair to stand up whenever the body feels cold. In addition to cold, goosebumps may appear when a person feels threatened or scared.



People also can experience goosebumps during tender, heartwarming moments. Quite often a person may get goosebumps many years after a significant event just by thinking about it.

The body's response to these various scenarios is the subconscious release of the stress hormone called adrenaline. In humans, adrenaline is often released when we feel cold or afraid and also if we are under stress or feel strong emotions.

Other signs of adrenaline release include tears, sweaty palms, trembling hands, increase in blood pressure, racing heart or the feeling of butterflies in the stomach. What gives you goosebumps?

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